ACT Tech Summit - Agencies and APIs

"What is the priority challenge in your workflow that you feel API(s) could solve for? Are they within your management system, direct to carriers, or other 3rd-party technology systems provider?"

APIs de-mystified: Technology that connects 2 disparate systems to share data between those systems

*3RD-PARTY INTEGRATIONS

Reliable 3rd-party data providing the business the needed data and decreasing the amount of needed data answered by the consumer.

3rd-party tech providers integrating with our management system. There's so many great products out there that can help, especially with endless paperwork needed by carriers for new or renewals, but not many integrate with systems.

How to leverage open source solutions when connecting systems through APIs

Is there a plan for something analogous to WordPress for website design, in the API world? Ex: ZAPIER, InsuranceGIG, others.

*VENDOR INTEGRATIONS

When discussing what the AMS can do to agents... API is never part of the conversation, but rather new efficiencies we can bring to the workflows, whether they involve APIs or not.

Q: The InsureTech Disrupters are bringing big data to the insurance business. Why don't our agency management systems facilitate that?

How are the AMS vendors leveraging API connectivity with the company partners?

The more the API just appears to be part of the management system, making the user engagement seamless, the better success we see when using these system *add-ins.

Any action or roadmap from the vendors on incorporating Blockchain into the download and/or APIs? as a better way to provide the trustworthy movement of data between diverse systems

*EODB

Comment: It needs to be easier for the partners to enable - than it is today.

We have had so many agencies see the benefit of using a digital space to connect MORE with their clients, GROW their business, and CAPTURE more top-tier sales people.

*SECURITY STANDARDS

Q: What is the security standard that 3rd-parties generally have to meet to assure both the agency management system vendor and the agent that data is protected?

ACT: Need to fully educate those in our industry on what APIs are and how they can be used: Security, Benefits, Risks. Understanding how they can be used is essential.

*EDUCATION

interest from agencies in leveraging API's offered by carriers? For example Reporting API's. Instead of having to go to carrier portal manually for reports, if carrier offered API's would there be interest. Resounding

Many agents are struggling with technology, and certainly do not understand what an API even is.